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Bib Data Sheet

CONFIRMATION NO. 4749

SERIAL NUMBER 10/029,769	FILING DATE 10/19/2001 RULE	CLASS 713	GROUP ART UNIT 2182	ATTORNEY DOCKET NO. 10022/178
APPLICANTS Karen E. Riley, Denver, CO; William D. McVicker, Fisher A.C.T., AUSTRALIA; Stephen Nunn, Newbury, UNITED KINGDOM; Samir Anand, Teddington, UNITED KINGDOM; John Brett, London, UNITED KINGDOM;				
** CONTINUING DATA ***** THIS APPLN CLAIMS BENEFIT OF 60/242,007 10/20/2000				
** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 02/07/2002				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature Initials		STATE OR COUNTRY CO	SHEETS DRAWING 19	TOTAL CLAIMS 67
				INDEPENDENT CLAIMS 5
ADDRESS BRINKS HOFER GILSON & LIONE P.O. BOX 10395 CHICAGO, IL 60610				
TITLE Method for implementing service desk capability				
FILING FEE RECEIVED 1884	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	